

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

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COMMERCE COMMISSION

FORMAL COMPLAINT

2005 JAN 26 P 1:53

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

CHIEF CLERK'S OFFICE

For Commission Use Only:

Case:

05-0060

ORIGINAL

Regarding a complaint by (Person making the complaint): American Prestige Inc./ Lidia Tohatan

Against (Utility name): Peoples Energy Gas Light & Coke Company

As to (Reason for complaint) Incorrect charges on the account, unaccountable back charges

Unprofessional customer service representation

Not responding to any of our concern regarding charges on the account

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 655 W. Irving Park #5508, Chicago, IL, 60613

The service address that I am complaining about is 4546-48 S. Indiana, Chicago, IL

My home telephone is

[]

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

[773] 348-4900

(Full name of utility company) Peoples Energy Gas
to the provisions of the Illinois Public Utilities Act.

(respondent) is a public utility and is subject

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

Section 200.350

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☐ Yes ☒ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use extra sheet of paper if needed.

On December '03 the bill started to increase more than double.

On January '04 back charges from 8 months behind started to come every other day. When we called in, no explanation was given. The only answer we had was: "if you do not pay, we'll disconnect the gas."

The building was occupied with senior citizens only, and we were forced to pay the minimum to keep the gas on.

Building was vacant before April 1st '04 and we still received large bill for gas. Meter was removed May 1st '04 and we received bill with charges from 5/1/04 to 5/24/04.

Please clearly state what you want the Commission to do in this case:

To contact the utility company and have them assign a competent representative to this case, refund all my deposit \$2058, and remove all charges from the account because when asked for explanation about the charges they failed to give any.

Date: Jan 6th 05
(Month, day, year)

Complainant's Signature [Signature]

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

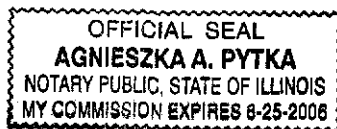
A notary public must witness the completion of this part of the form.

I, [Signature], first being duly sworn, say that I have read the above petition and know what it says.
The contents of this petition are true to the best of my knowledge.

(Signature) [Signature]

Subscribed and sworn/affirmed to before me on (month, day, year) _____

Notary Public, Illinois [Signature]



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.